

Managing for Results

Evaluating & Improving Results

- Program Evaluation
- Process Improvement
- Employee Evaluations
- Program and Policy Decision-Making

Planning for Results

- Vision, Mission, Values
- Environmental Assessment
- Strategic Priorities and Goals
- Programs, Activities, Services
- Employee Performance Plans

Analyzing & Reporting Results

- Validate and Record Results
- Analyze Data
- Communicate Results
- Celebrate Achievements

Measuring for Results

- Family of Measures
- Benchmarks and Targets
- Data Collection Standards

Delivering Results

- Implement Strategies and Action Plans
- Deliver Services and Collect Data
- Survey Customers and Employees
- Monitor Program and Budget Performance

Budgeting for Results

- Activity-Based Budgeting
- Align Budget with Strategic Priorities and Goals
- Allocate Resources

